

Dear FCC Commissioners & Staff:

I am Kenneth A. Reiss, CEO and Founter of Port One Internet, Inc. an indpendently owned and operated Internet Service Provider in Manchester, CT. Since 1997, we have steadily grown our business at manageable and profitable rates focusing on providing the HIGHEST quality customer service. We currently have over 2000 clients, most of whom from the state of Connecticut.

By offering many unique and customized services that our local phone company, SNET/SBC, does not, we have been able to win the business of the YMCA, Police stations, the State of Connecticut, the Connecticut Civil Liberties Union, and many chambers of commerce. Our Online Training courses and custom solutions are truly a hit with our subscribers.

When we opened for business we started, as many ISPs did, with a stack of ordinary dial-up modems and a fistful of phone lines from SNET. Of course getting phone lines from SNET has always been a problem, and we frequently lost customers when our modem lines became busy because SNET was late delivering phone lines we had ordered months in advance.

Nowadays we have moved on from ordinary phone lines to digital PRI's (Primary Rate ISDN), and the second a CLEC came to town, we tried to move all of the business we could over to that company instead. However, we would have to give up our phone numbers, that all of our clients have programmed into their computers. Rather than inconvenience our clients, we have decided to stay with SNET/SBC, at least for now.

Our problems with DSL are completely different. Incredibly, the ONLY option we have is to spend tens of thousands of dollars brining in an ATM network, from SNET/SBC. Then we can pay SNET/SBC \$35/mo for the DSL connectivity per client. If we add a reasonable Internet fee of \$30/mo, our price to our clients would be \$65/mo and that would take 6 YEARS (making no profit) just to cover our ATM expenses, with moderate growth. Amazingly, SNET/SBC offers a deal to their subscribers for \$59/mo INCLUDING Internet access! How can they do this at \$5 less than us and make money! It's easy - THEY OWN THE NETWORK! Afterall, they were protected by the FEDERAL GOVERNMENT for 70+ years as a legal monopoly! Why should they get ANY special treatment now? Why not ENFORCE that they be broken up into wholesale and retail units so we can compete fairly?

I do not have the resources to fight the tariff that SNET/SBC has filed that allows it to get away with charging ISPs a wholesale rate of \$40 for access to the network. I believe the true cost is probably a great deal less than that. However, I also do not believe that the answer to this problem is simply to allow SNET/SBC to stop selling access to the network at all, or to take away the requirements that are supposed to be preventing Ameritech from discriminating.

The answer is for the FCC to make a good faith effort to uncover the discrimination (whether it is in pricing or provisioning) and put an end to it. Until the FCC has demonstrated that it is willing to do this for ISPs, any talk about lifting the rules for monopolies like SNET/SBC is premature.

I hope that you will take my comments seriously - I am sending a copy of this letter to my Congressman as well.

Sincerely,

Ken Reiss

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